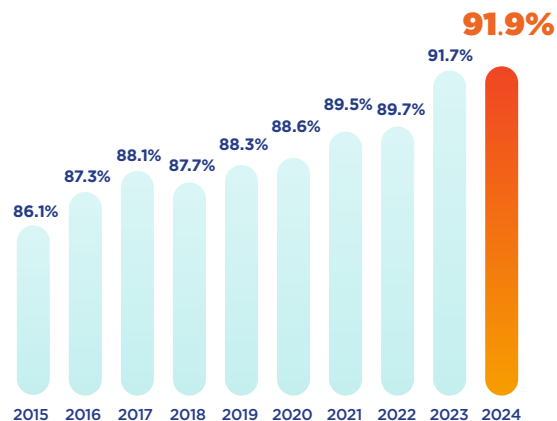




## Best-ever power supply reliability and customer satisfaction level

In 2024, CEM's power supply reliability reached the world's top level of 99.9999% for the fifth consecutive year, the best performance of our history. It equals to as low as 21 seconds outage time per customer within the year.

We continued to perform the "Customer Satisfaction Survey" aimed to learn about customer's satisfaction level in regard to CEM's service quality, helping us lay down directions for improvement. We are heartened to see a historical high customer satisfaction level of 91.9%. We pledge to continue maintaining our level of excellence.

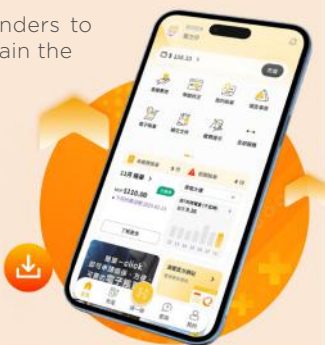


## CEM APP upgrade

The upgrade offers you a smoother and more convenient experience with optimized multiple functions. New features include:

- Personalized homepage interface for customizing frequently used services menu;
- New functional navigation bar integrating the scan function to start charging electric vehicle, check and pay bills all in one scan;
- Thoughtful user notification reminders to check account messages and obtain the latest information at any time;
- Comprehensive management on bills and electricity usage, with clear overview on bill payment status and electricity consumption information.

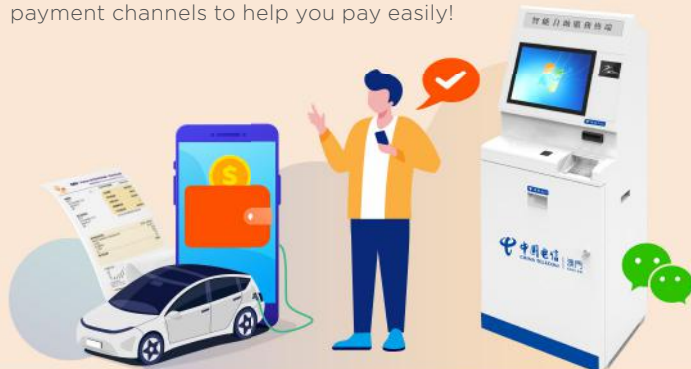
Download CEM APP now to start experiencing it!



## New payment channel! CEM x China Telecom 24-hour self-service

You can settle your electricity bills (including overdue/disconnection bills) and top up your "CEM EV Wallet" via China Telecom (Macau) WeChat official account and the 8 stores' 24-hour self-service kiosks (cash payment is also accepted).

CEM will continue expanding more flexible and simpler payment channels to help you pay easily!



## Why regular maintenance of the communal electrical installations is essential?

- ✓ First remember, communal electrical installations (including main low-voltage switchboard, main collective panel, meter box, main collective line, and CCL) of the building are jointly owned by all property owners;
- ✓ Regular checks help identify potential hazards, reducing the risk of fires;
- ✓ Routine maintenance can optimize the performance of electrical systems, ensuring they operate at peak efficiency, reducing energy consumption and lower bills;
- ✓ Preventive maintenance can identify issues before they become serious problems, potentially saving significant costs associated with emergency repairs and power interruptions.

